JOB DESCRIPTION

Position: Navigator
Title: Case Manager
Level: I
Classification: Full Time
FLSA: Non-exempt

Reports To: Associate Director
Department: Healthy Connections
Supervisory Responsibilities: None
Location: Los Angeles
Salary starts at: $25,000.00

Summary:
This position will work as part of a newly funded program providing Intensive Case Management Services (ICMS) to homeless individuals with chronic medical conditions and co-occurring disorders, who are high utilizers of the Department of Health Services (DHS) hospital and outpatient system. This position is responsible for providing field-based, direct client services alongside a team of case managers, housing locators, and community providers, including DHS as the referring entity. Intensive case management services for clients include, but are not limited to, outreach/engagement, case management assessment, and service planning, mainstream entitlement application, PHA subsidy and other county subsidy application, housing location, coordinating needed health services, and addressing all psychosocial service needs to stabilize clients in housing, reduce functional, health and mental health barriers, and promote recovery and community integration. This position will also focus on recovery-oriented community integration activities and interventions promoting housing stability, self-sufficiency, and overall wellness for all clients in the program. This position will work out of the PATH Regional Homeless Center and in the field, providing services in clients’ homes, shelters, on the streets, in DHS facilities, or wherever clients are residing throughout LA County. PATH encourages candidates with lived experience in homelessness, recovery from mental health, or substance use issues to apply.

Responsibilities:
The following reflects management’s definition of essential functions for this job but does not restrict the tasks that may be assigned. Management may assign or reassign duties and responsibilities to this job at any time due to reasonable accommodation or other reasons. Reasonable accommodations may be made to enable individuals with disabilities to perform essential job functions.

Supportive Services
- Provides mobile case management services in the areas of, but not limited to: Independent living skills, housing stabilization, money management, community integration, employment linkage, benefits establishment, linkage to community providers for substance abuse, primary and mental health care, and all other services needed to assist clients in reaching their treatment plan goals
- Provide strengths-based case management and service coordination services designed to assist clients in obtaining and maintaining stable housing
- Coordinate recovery-focused and community integration activities designed to build self-sufficiency skills, stabilize clients in housing and promote overall health and wellness
Case Manager, Navigator I DHS

- Develop individualized treatment plan in collaboration with client addressing short term and long-term goals
- Provide ongoing case management support to assess progress and ensure treatment plan outcomes are met or changed as needed
- Conduct crisis and risk assessments in consultation with supervisor/ team or LCSW
- Provide crisis intervention services focused on enhancing the clients’ ability to independently problem solve, use effective coping skills, and manage own care
- Use evidence-based practices in service delivery such as intensive case management, Motivational Interviewing, Harm Reduction, Critical Time Intervention and Housing First practices

Documentation

- Maintain documentation standards as set forth by the program contract and PATH policies, including maintaining compliance with HIPAA policies and practices
- Complete progress notes on every face to face/ telephone contact with client or collateral contact by the next business day
- Complete intake, assessment, service plans in coordination with client and within the documentation standards set forth by the program contract and PATH

Qualifications

- Maintain and execute confidential information according to HIPAA standards
- Experience working in homeless services, mental health, substance use/co-occurring disorder, or with vulnerable populations providing intensive case management services preferred
- Substance abuse certification a plus
- Permanent supportive housing experience preferred
- Flexible work schedule to include some evenings and/or weekends as needed
- HMIS experience preferred
- Possess a high level of tolerance and understanding for individuals who present for services with urgent multiple case management and health needs
- Ability to work independently and within a team environment and exercise mature judgment
- Ability to provide community and in-home based services on a regular basis
- Strong communication skills
- Highly motivated self-starter with the ability to coordinate multiple projects simultaneously in a high-pressure environment

Required Qualifications

- Employment Eligibility Verification.
- Reliable transportation.
- Updated tuberculosis test.
- Successful completion of background screening.
- CPR/First Aid training.
- Successful completion of background screening

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential job functions.
In the course of performing the job, this position typically spends time sitting, standing, climbing stairs, walking, driving, carrying (15lbs), and lifting (15lbs). Operating a computer keyboard, firm/strong grasping, and repetitive hand control. Makes and receives telephone calls. Use of general office equipment copier, fax machine. Subjected to outside environmental conditions.

Work Environment
The employee may be in contact with individuals and families in crisis who may be ill, using substances and/or not attentive to personal health and safety for themselves. The employee may experience a number of unpleasant sensory demands associated with the client’s use of alcohol and drugs, and the lack of personal care. The employee must be ready to respond quickly and effectively to many types of situations, including crisis situations and potentially hostile situations.

How to apply
To be considered for a position, email resume to HR@epath.org. EOE. Please be sure to reference Job Title and JR# in the subject line of your email. Please submit cover letter and resume as an attachment in a Word document or PDF format only. Due to the volume of resumes received, no calls or faxes regarding submission will be returned. Your resume will only be routed correctly and considered, if all instructions above are met.